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May 18, 2021

VIA ELECTRONIC FILING

Jocelyn G. Boyd, Esquire
Chief Clerk & Administrator
Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, South Carolina 29210

RE: Public Service Commission Review of South Carolina Code of Regulations
Chapter 103 Pursuant to S.C. Code Ann. Section 1-23-120(J)
Docket No. 2020-247-A – May 28, 2021 Workshop

Dear Ms. Boyd:

Please let this letter serve as notice that the South Carolina Office of Regulatory Staff (“ORS”) intends to participate in the forum the Public Service Commission of South Carolina (“Commission”) scheduled for May 28, 2021, to discuss the substance of Commission notices included in customer bill inserts. ORS appreciates the Commission holding a forum to discuss this important topic and the opportunity to participate. ORS offers the following initial comments and recommendations.

1. Font Sizes

ORS recommends the text of the body of any notice be a consistent and large enough font size to enhance readability. Body text font size should be at least a minimum of 12 points (print) or 16 pixels (digital). Headers should also be a consistent font size and larger than the body text font size at a minimum of 14 points (print) or 19 pixels (digital).

2. Font Styles and Capitalization

ORS recommends all written content of notices be in one consistent font family such as Arial, Garamond, or Times New Roman. Headers or important content should be bold to

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distinguish them from the body text. All body text of notices should be in sentence case. The title and headers should be in title case. ORS further recommends avoiding the use of all capital print.

3. Font Color

ORS recommends all written content of any notice be in black font color, with no highlighting or changes in color to emphasize information. Rather, items of emphasis should be given a separating header in the appropriate formatting.

4. At a Glance or Similarly Labeled Summary Section

ORS recommends using an “At a Glance” or similarly labeled summary section to enable consumers to quickly scan notices and understand the purpose of the notices. This section does not necessarily need to be titled “At a Glance.” Examples of information ORS recommends including in a list format in this section, include the following:

- Docket number and direct link to the docket;
- Company name;
- Short description of the subject of the notice; and
- Date(s) and time(s) of any public hearing.

5. Sections

ORS recommends notices be broken into different content sections to allow a consumer to quickly scan the information. Possible section headings that could be used include:

- Title;
- At a Glance;
- About the Company’s Request;
- How to Register to Testify (Comment);
- About the Commission; and
- Instructions on where consumers can call/e-mail with questions about the notice.

6. Commission Logo

ORS recommends including the Commission logo in color at the top of any notice.

7. Length

ORS recommends limiting notices to one page, if possible, but the font sizes and other recommendations described in this letter should take priority over limiting notices to one page.

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8. Additional Information

If additional information regarding an application or the impact to a consumer's utility service is included, the additional information should begin on a separate page from the notice. This information should be delineated sufficiently so that a consumer can identify it as not part of the official notice.

9. Date and Time Announcements

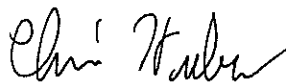
For date and time announcements, ORS recommends including the date first followed by the timeframe.

10. Comments filed by AARP South Carolina

ORS supports the comments regarding readability filed with the Commission by AARP South Carolina on May 12, 2021.

ORS appreciates the opportunity submit these comments and looks forward to participating in the May 28th forum.

Sincerely,



Christopher M. Huber

cc: All Parties of Record (via e-mail)
David Butler, Esquire (via e-mail)